

Comments, Compliments, and Complaints Policy

Let us know how we're doing: comments, compliments, and complaints. The Journey UK team makes every effort to provide a high standard of service and to treat all participants equally and fairly. We continuously try to improve our services, and we value any feedback that will help us to do this.

Journey UK will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop our courses and events, so please let us know what you think.

Compliments, Comments and Testimony:

If you are happy with the service, have any comments or have a testimony of what God has done for you, we would love to hear from you. There are a couple of ways you can do this: either speak to one of the team, email us at hello@journey-uk.org or use our contact form on our website <https://www.journey-uk.org/contact-us/>. All course participants are given a feedback form at the end of each course.

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously, and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our services is to bring this to the attention of one of the course leaders. They will try to resolve your concerns immediately. If you are unhappy with the way you have been treated by one of the team, please speak to the course leader in the first instance.

If you cannot or do not wish to make a complaint in person, you have the option of emailing, writing or telephoning us.

What you can do to help us deal effectively and quickly with your complaint: Contact us as soon as possible, giving clear details so we can endeavour to resolve the issue.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area, service or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible. This will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.

- Please let us know if you have already reported the complaint, and if any action was taken previously.

Please note that we endeavour at all times to treat our course participants with respect, and we expect the same standards of behaviour from participants.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

All complaints will be anonymised and reviewed at our trustees' meetings.

How and when we will respond:

We will acknowledge any emailed complaints within 5 working days of receipt. Postal correspondence will be sent an answer or acknowledgement within 5 working days. You should receive a full response to your written complaint within 10 working days. If required, this will set out a timescale for a further response.

Contact details:

Email: hello@journey-uk.org

Website: <https://www.journey-uk.org/>

Telephone: 020 7799 2200

In the event that you are unhappy with the response or if your complaint is about the course leader, please email Journey UK, and we will forward your complaint to be reviewed by the Chair of the trustees or nominated deputy.